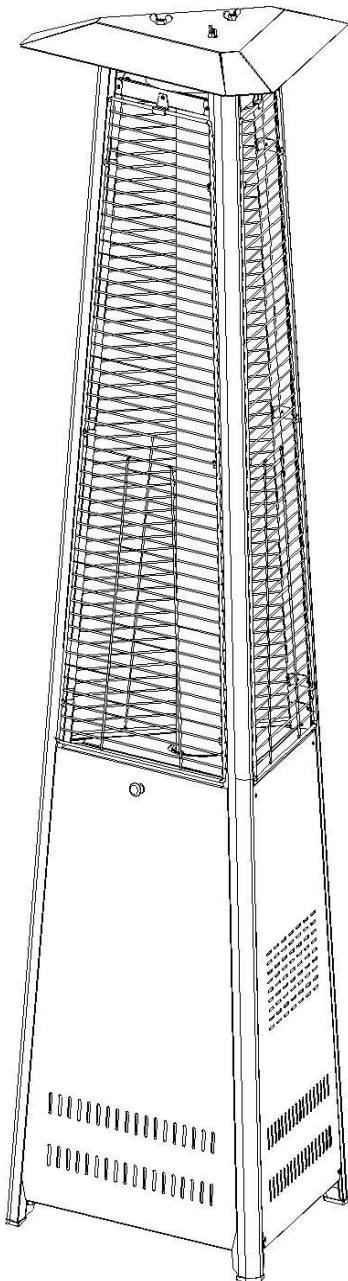




# Owners Manual

## OUTDOOR Fire Feature

MODEL #PC14SS  
and #PC14AB



### DANGER

If you smell gas:

1. Shut off gas to the appliance.
2. Extinguish any open flame.
3. If odor continues, keep away from the appliance and immediately call your gas supplier or fire department



### WARNING

WARNING indicates an imminently hazardous situation which, if not avoided, will result in death or serious injury.



### WARNING

Do not store or use gasoline or other flammable vapors and liquids in the vicinity of this or any other appliance. An LP-cylinder not connected for use shall not be stored in the vicinity of this or any other appliance.



### WARNING: For Outdoor Use Only

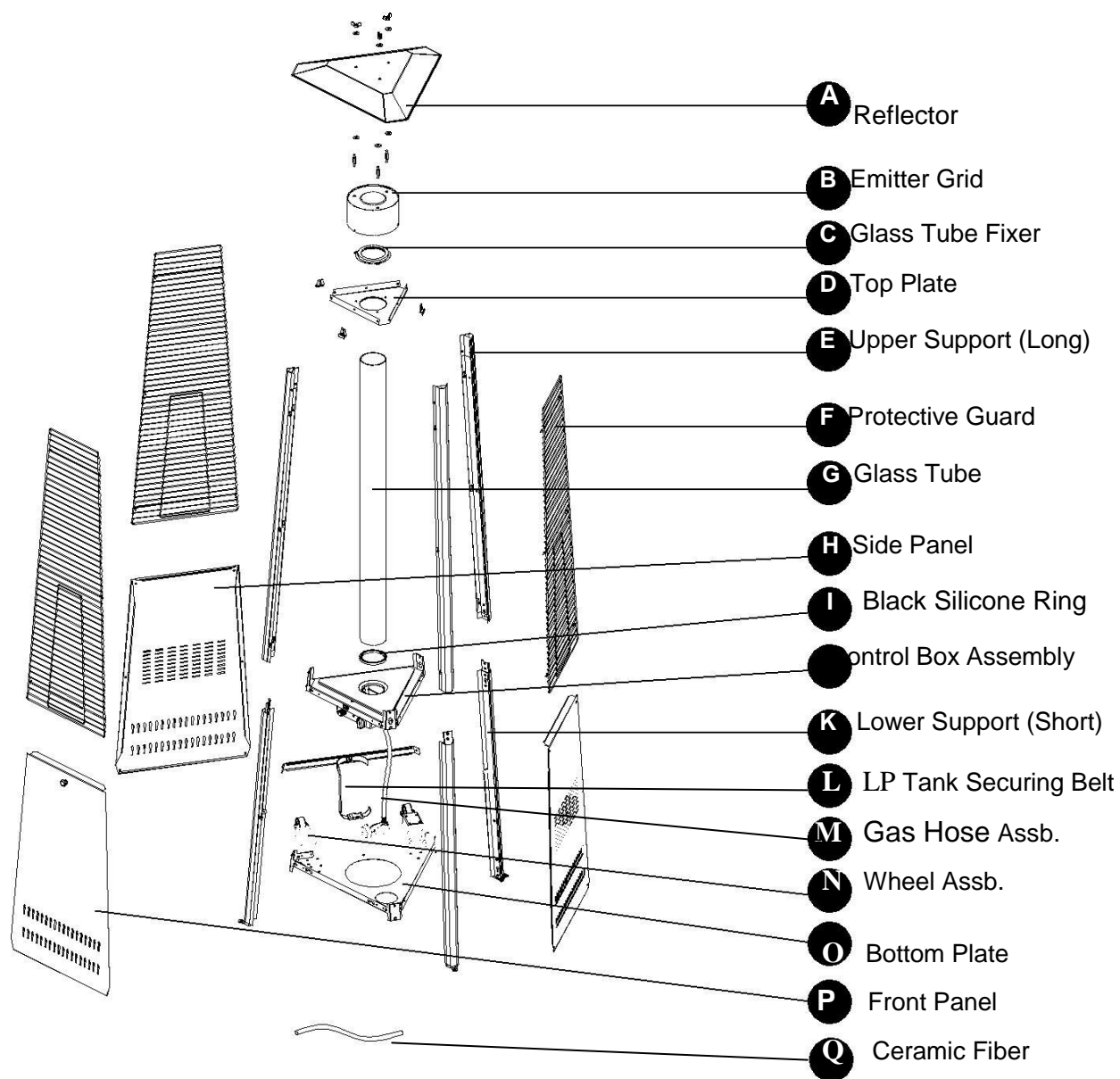


### WARNING

Improper installation, adjustment, alteration, service or maintenance can cause property damage, injury or death. Read the installation, operation and maintenance instructions thoroughly before installing or servicing this equipment.






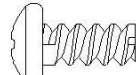
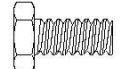



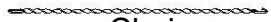

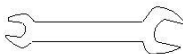
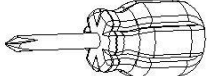
## PACKAGE CONTENTS



PART	DESCRIPTION	QUANTITY
A	Reflector	1
B	Emitter Grid	1
C	Glass Tube Fixer	1
D	Top Plate	1
E	Upper Support (Long)	3
F	Protective Guard	3
G	Glass Tube	1
H	Side Panel	2
I	Black Silicone Ring	1
J	Control Box Assembly	1
K	Lower Support (Short)	3


PART	DESCRIPTION	QUANTITY
L	Block Belt	1
M	Gas Hose & Regulator	1
N	Wheel Assembly	2
O	Bottom plate	1
P	Front Panel	1
Q	Ceramic Fiber	1


## HARDWARE CONTENTS (shown actual size)



<b>AA</b>  Wing nut Qty. 3	<b>BB</b>  Small Flat Washer Qty. 6	<b>CC</b>  Stud Qty. 3	<b>DD</b>  M5 x 12 mm Screw Qty. 35	<b>EE</b>  M6 x 12 mm Bolt Qty. 8
<b>FF</b>  Fixing Bracket Qty. 3	<b>GG</b>  Knob Qty. 1	<b>HH</b>  M4 x 10 mm Screw Qty. 1	<b>II</b>  Chain Qty. 1	
<b>JJ</b>  Long Stem Lighter Qty. 1	<b>KK</b>  Wrench Qty. 1	<b>LL</b>  Phillips Screwdriver Qty. 1		

## SAFETY INFORMATION

This manual contains important information about the assembly, operation and maintenance of this patio fire feature. General safety information is presented in these first few pages and is also located throughout the manual. Keep this manual for future reference and to educate new users of this product. This manual should be read in conjunction with the labeling on the product. Safety precautions are essential when any mechanical or propane fueled equipment is involved. These precautions are necessary when using, storing, and servicing this patio fire feature. Using this equipment with the respect and caution demanded will reduce the possibilities of personal injury or property damage. The following symbols shown below are used extensively throughout this manual. Always follow these precautions, as they are essential when using any mechanical or fueled equipment.

 <b>DANGER</b>	<p>DANGER indicates an imminently hazardous situation which, if not avoided, will result in death or serious injury.</p>
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 <b>DANGER</b>	<p>Failure to comply with the precautions and instructions provided with this fire feature can result in death, serious bodily injury and property loss or damage from hazards of fire, explosion, burn, asphyxiation, and/or carbon monoxide poisoning. Only persons who can understand and follow the instructions should use or service this fire feature.</p>
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 <b>DANGER</b>	<p><b>CARBON MONOXIDE HAZARD</b>  This appliance produces carbon monoxide which has no odor. Using it in an enclosed space can kill you. Never use this appliance in an enclosed space such as a camper, tent or home.</p>
	

## SAFETY INFORMATION

### DANGER

- **EXPLOSION - FIRE HAZARD**
- Keep solid combustibles, such as building materials, paper or cardboard, a safe distance away from the fire feature as recommended by the instructions.
- Provide adequate clearances around air openings into the combustion chamber.
- Never use the fire feature in spaces which do or may contain volatile or airborne combustibles, or products such as gasoline, solvents, paint thinner, dust particles or unknown chemicals.
- During operation, this product can be a source of ignition. Keep fire feature area clear and free from combustible materials, gasoline, paint thinner, cleaning solvents and other flammable vapors and liquids. Do not use fire feature in areas with high dust content. Minimum fire feature clearances from combustible materials: 36" (91 cm) from the sides & 24" (61 cm) from the top.

### DANGER

- **EXPLOSION - FIRE HAZARD**
- Never store propane near high heat, open flames, pilot lights, direct sunlight, other ignition sources or where temperatures exceed 120 degrees F (49°C).
- Propane vapours are heavier than air and can accumulate in low places. If you smell gas, leave the area immediately.
- Never install or remove propane cylinder while fire feature is lit, near flame, pilot light, other ignition sources or while fire feature is hot to touch.
- The glass tube, emitter grid and reflector are red hot during use and can ignite flammables too close to the burner. Keep flammables at least 36" (91 cm) from sides & 24" (61 cm) from top. Keep gasoline and other flammable liquids and vapors well away from fire feature.
- Store the propane cylinder outdoors in a well ventilated space out of reach of children. Never store the propane cylinder in an enclosed area (house, garage, etc.). If fire feature is to be stored indoors, disconnect the propane cylinder for outdoor storage.

### DANGER

- **CARBON MONOXIDE HAZARD**
- This fire feature is a combustion appliance. All combustion appliances produce carbon monoxide (CO) during the combustion process. This product is designed to produce extremely minute, non-hazardous amounts of CO if used and maintained in accordance with all warnings and instructions. Do not block air flow into or out of the fire feature.
- Carbon Monoxide (CO) poisoning produces flu-like symptoms, watery eyes, headaches, dizziness, fatigue and possibly death. You can't see it and you can't smell it. It's an invisible killer. If these symptoms are present during operation of this product, get fresh air immediately!
- **For outdoor use only.**
- **Never use inside house, or other unventilated or enclosed areas.**
- **This fire feature consumes air (oxygen). Do not use in unventilated or enclosed areas to avoid endangering your life.**

### CAUTION

#### SERVICE SAFETY

- Keep all connections and fittings clean. Make sure propane cylinder valve outlet is clean.
- During set up, check all connections and fittings for leaks using soapy water. Never use a flame.
- Use as a heating appliance only. Never alter in any way or use with any device.

### CAUTION

CAUTION indicates an imminently hazardous situation which, if not avoided, may result in minor or moderate personal injury, or property damage.

### CAUTION

An appliance may be installed with shelter no more inclusive than:

- (a) With walls on all sides, but with no overhead cover.
- (b) Within a partial enclosure which includes an overhead cover and no more than two side walls. These side walls may be parallel, as in a breezeway, or at right angles to each other.
- (c) Within partial enclosure which includes an overhead cover and three side walls, as long as 30 percent or more of the horizontal periphery of the enclosure is permanently open.

## SAFETY INFORMATION

### WARNING

California Proposition 65  
Combustion by-products produced when using this product contain chemicals known to the State of California to cause cancer, birth defects, and other reproductive harm.

### WARNING

#### BURN HAZARD

- Never leave fire feature unattended when hot or in use.
- Keep out of reach of children.

### WARNING

Certain materials or items, when stored under the fire feature, will be subjected to radiant heat and could be seriously damaged.

### WARNING

We cannot foresee every use which may be made of our fire features.  
Check with your local fire safety authority if you have questions about fire feature use.  
Other standards govern the use of fuel gases and heat producing products for specific uses. Your local authorities can advise you about these.  
In Canada, installation must conform to local codes. If no local codes exist, follow the current National standards of CANADA CAN/CGA-B 149.2.

### WARNING

- This product is fueled by propane gas. **Propane gas is invisible and flammable.** An odorant is normally added to help detect leaks and can be described as a “rotten egg” smell. The odorant can fade over time so leaking gas is not always detectable by smell alone.
- Propane gas is heavier than air and leaking propane will settle to the lowest level possible. It can ignite by ignition sources including matches, lighters, sparks or open flames of any kind many feet away from the original leak. Use only propane cylinders set up for vapor withdrawal.
- Store or use propane gas in compliance with local ordinances and codes or with ANSI/NFPA 58. Turn off propane when not in use.

### WARNING

- Alert children and adults to the hazards of high surface temperatures. Stay away from these surfaces to avoid burning skin or igniting clothing.
- Carefully supervise young children when in the vicinity of the fire feature.
- Do not hang clothing or any other flammable materials from the fire feature, or place on or near the fire feature.
- Replace any guard or protective device removed for servicing the appliance prior to placing back in service.
- Installation and repair should be done by a qualified service person. The fire feature should be inspected before use and annually by a qualified service person. More frequent cleaning may be required as necessary. It is imperative that the control compartment, burners, and circulating air passageway of the appliance be kept clean.

## PREPARATION

Before beginning assembly of product, make sure all parts are present. Compare parts with package contents list and hardware contents above. If any part is missing or damaged, do not attempt to assemble the product. Contact AEI Customer Service at (949) 474-3070 Mon-Fri 7 a.m. to 4 p.m. PST for replacement parts or service questions.

### Estimated Assembly Time: 90 minutes

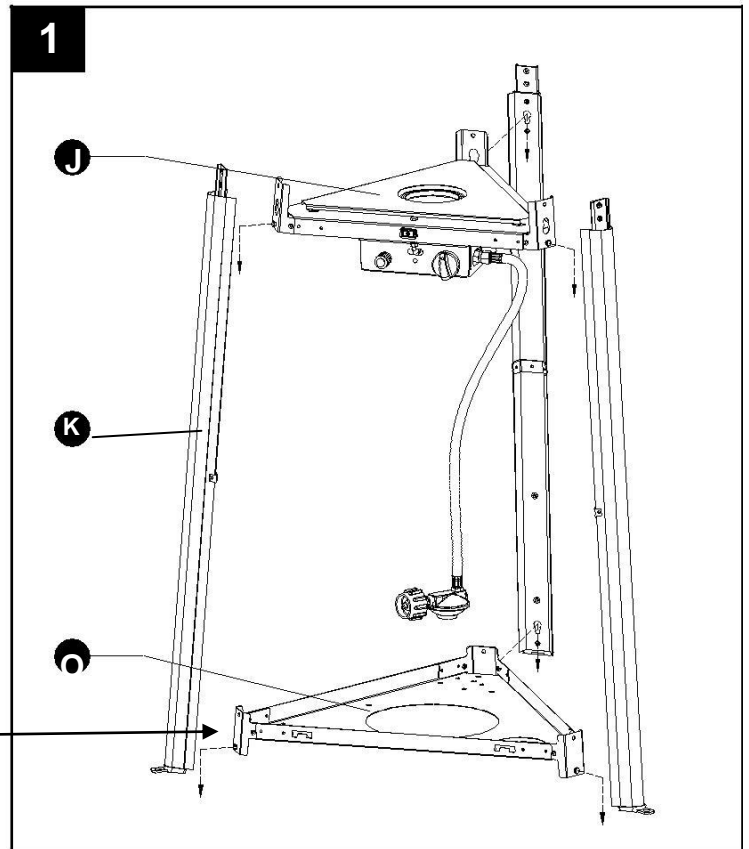
Tools Required for Assembly:  
#2 Phillips screwdriver w/ medium blade (part LL)  
M6 Wrench (part KK)  
Leak Detection Solution (not included).

## ASSEMBLY INSTRUCTIONS

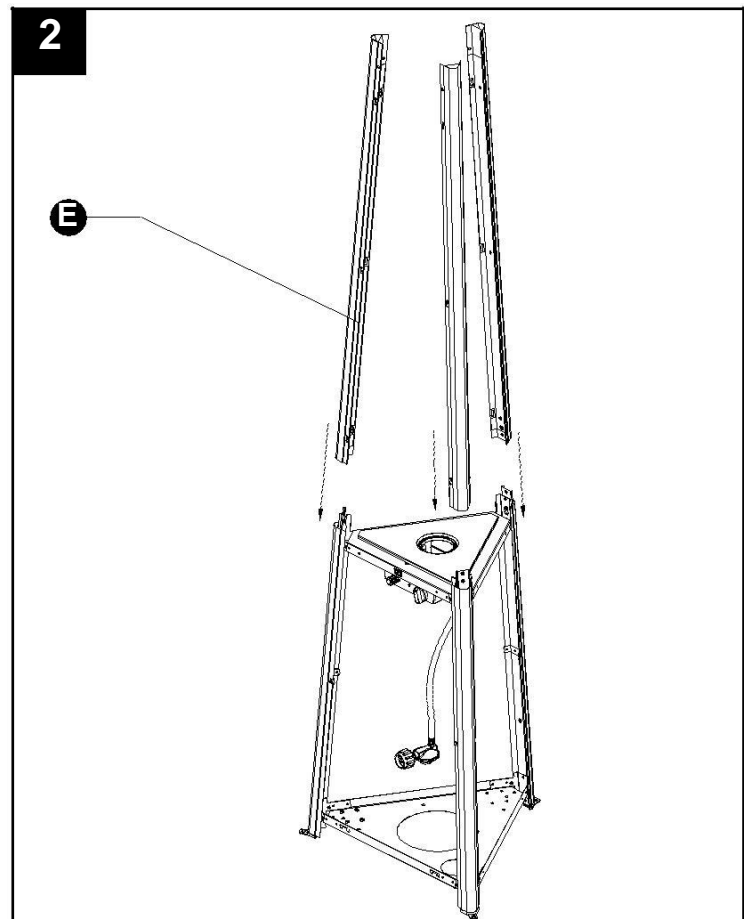
1. Insert the hoods of bottom plate (O) to the lower holes of the three lower supports (K). Insert the hoods of control box assembly (J) to the upper holes of the three lower support (K).

Note: Make sure to align the side of bottom plate (O) with the holes (to accommodate front plate P) with the side of control box assembly (J) with the magnet.

Note... Bottom Plate with tank retention hole has folded edges facing up.



2. Insert three upper supports (E) to the three lower supports (K). Please note: be sure that the upper support (E) slide down completely into the lower supports (K) before attempting to install screws.



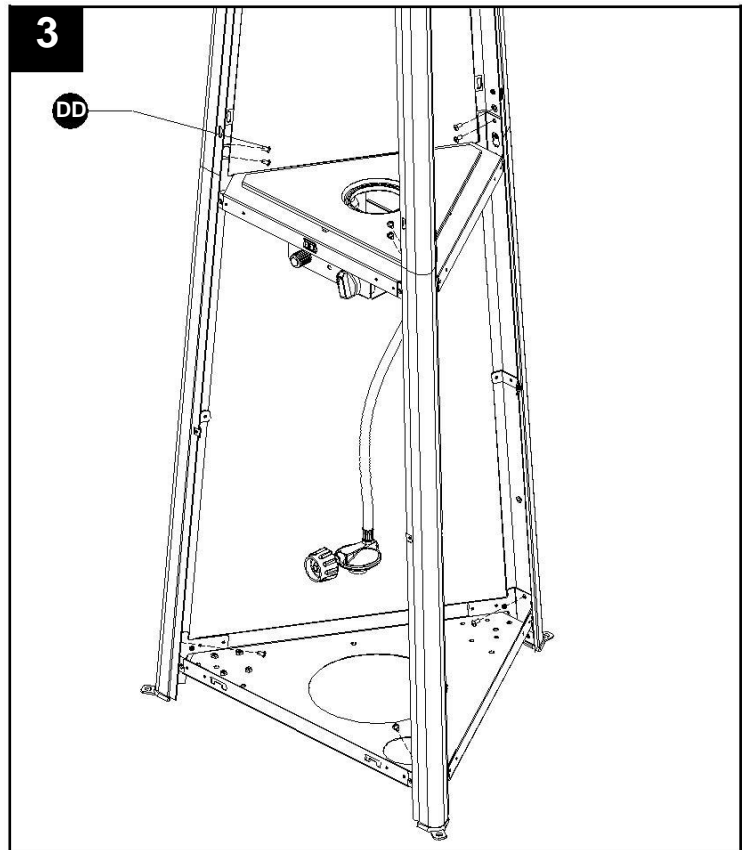
## ASSEMBLY INSTRUCTIONS

3. Use Phillips screwdriver (LL) to fasten the control box assembly (J) and the bottom plate (O) with M5 x 12 mm screws (DD).

### Hardware Used

**EE** M6 x 12 mm Screw x 9

**LL** Phillips Screwdriver x 1

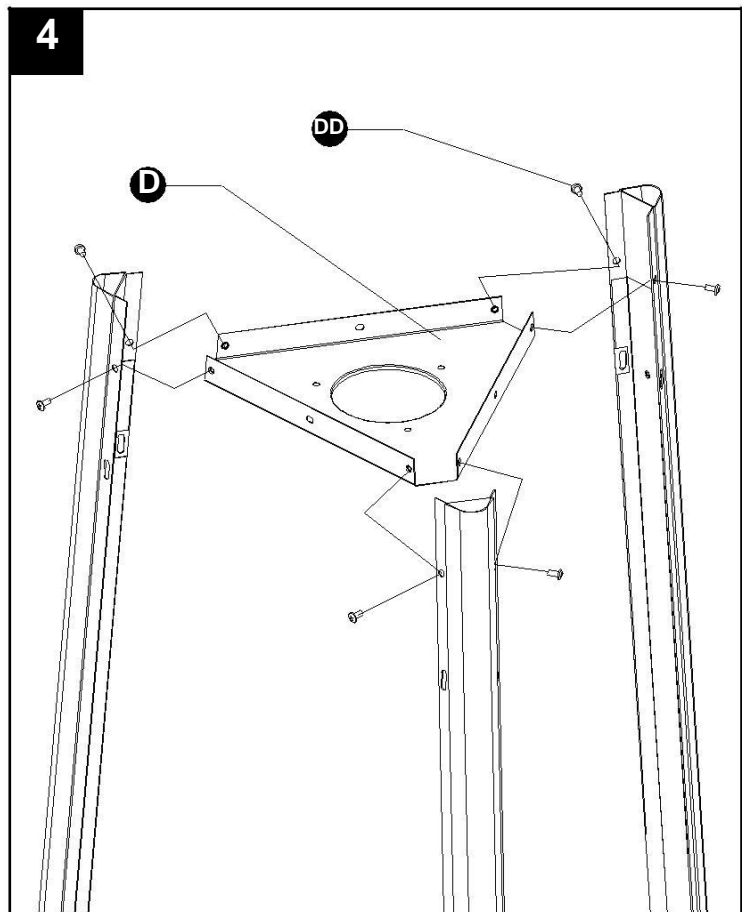


4. Use Phillips screwdriver (LL) to secure the top plate (D) to the upper supports (E) with M5 x 12 mm screws (DD).

### Hardware Used

**DD** M5 x 12 mm Screw x 6

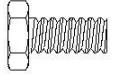
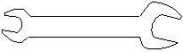
**LL** Phillips Screwdriver x 1

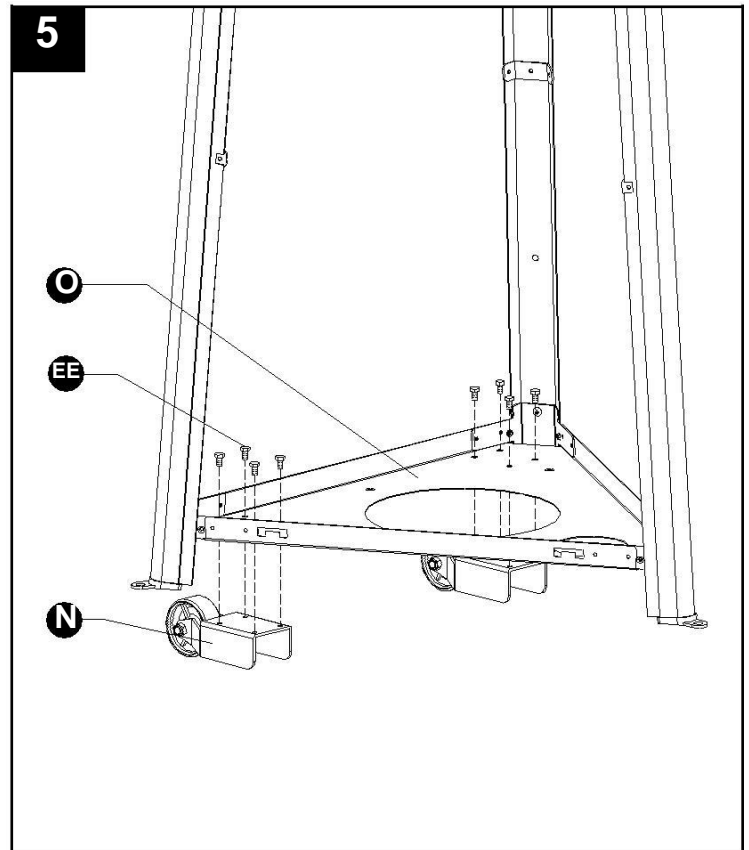


## ASSEMBLY INSTRUCTIONS

5. Using wrench (KK) to assemble the wheel assembly (N) to the bottom plate (O) with M6 x 12 mm bolts (EE).

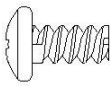
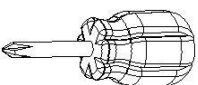
### Hardware Used

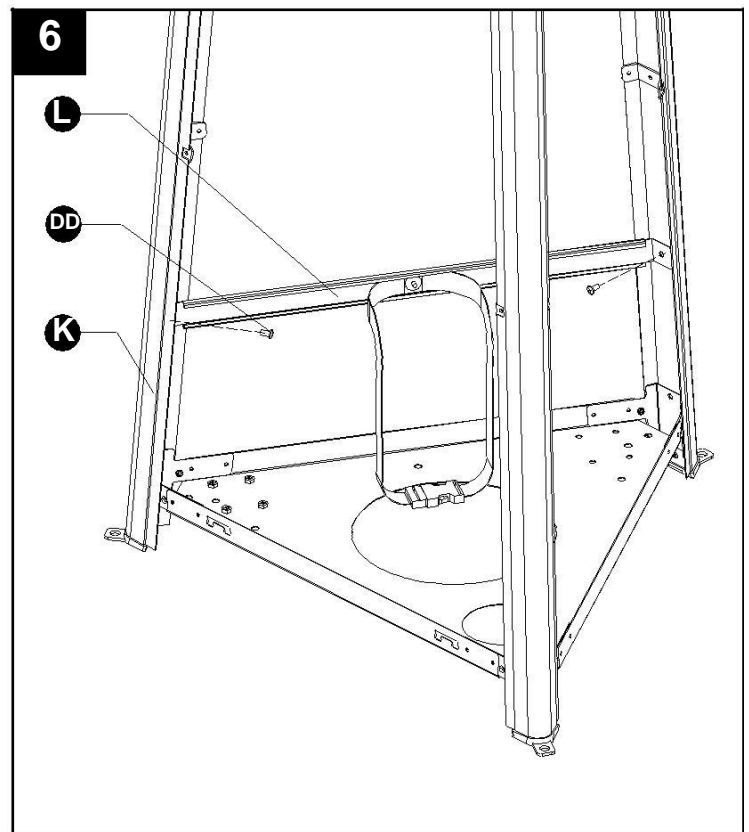
<b>EE</b>	M6 x 12 mm Bolt		x 8
<b>KK</b>	Wrench		x 1



6. Use Phillips screwdriver (LL) to secure the block belt (L) to the lower supports (K) with M5 x 12 mm screws (DD).

### Hardware Used

<b>DD</b>	M5 x 12 mm Screw		x 2
<b>LL</b>	Phillips Screwdriver		x 1

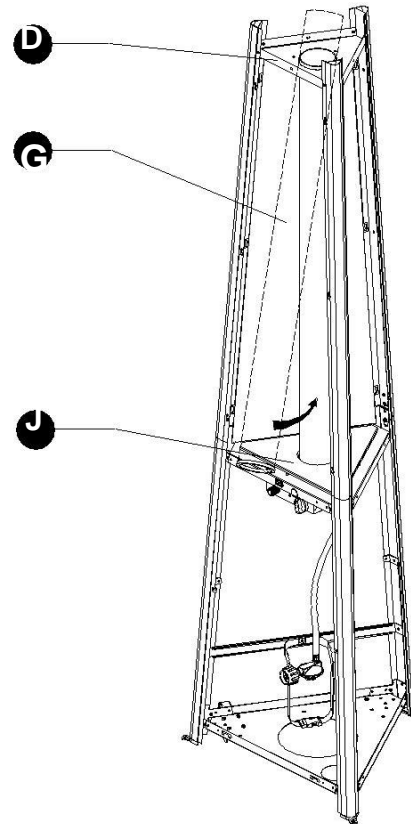




## ASSEMBLY INSTRUCTIONS

7. Carefully install the glass tube with rubber ring at the bottom (G) between the center of top plate (D) and control box

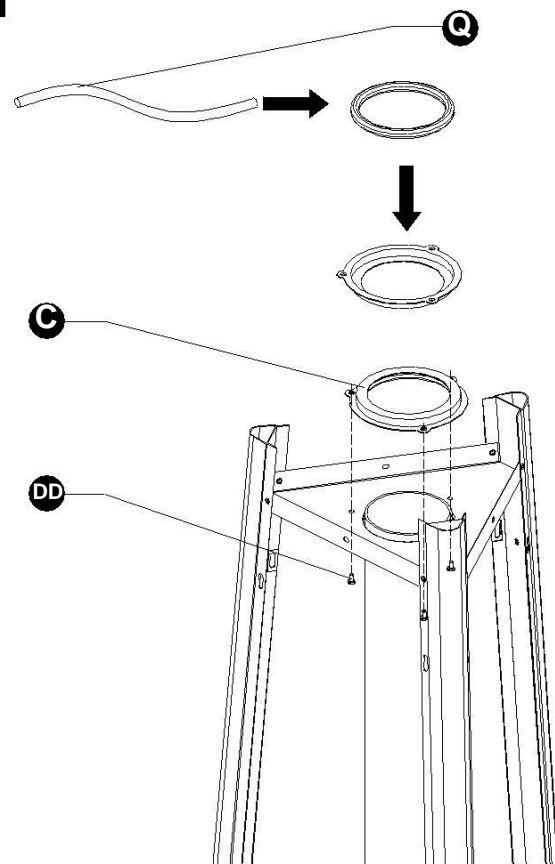
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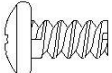
After the glass tube (G) is installed, be sure to wipe off all fingerprints with a clean, dry cloth.

8. Inserting the glass tube (C).  
Insert the ceramic fiber (Q) to the quartz tube fixer. Press the glass tube fixer to the glass tube. Make sure the ceramic fiber is outside of glass tube.  
Use Phillips screwdriver (LL) to secure the glass tube fixer (C) to the top plate (D) with M5 x 12 mm screws (DD).

8



### Hardware Used

**DD** M5 x 12 mm Screw  x 3

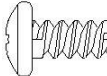
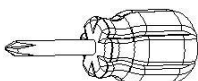
**LL** Phillips Screwdriver  x 1

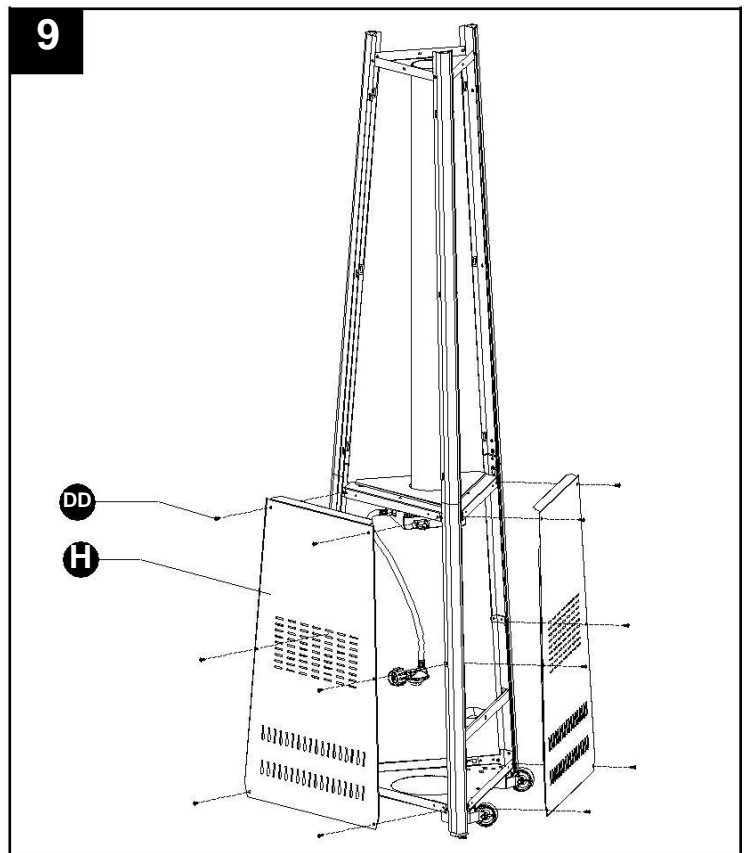
## ASSEMBLY INSTRUCTIONS

9. Use Phillips screwdriver (LL) to install side panels (H) to bottom of assembly with M5 x 12 mm screws (DD).

Note: Do not cover the panel where the magnet is.




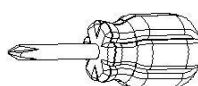
### Hardware Used

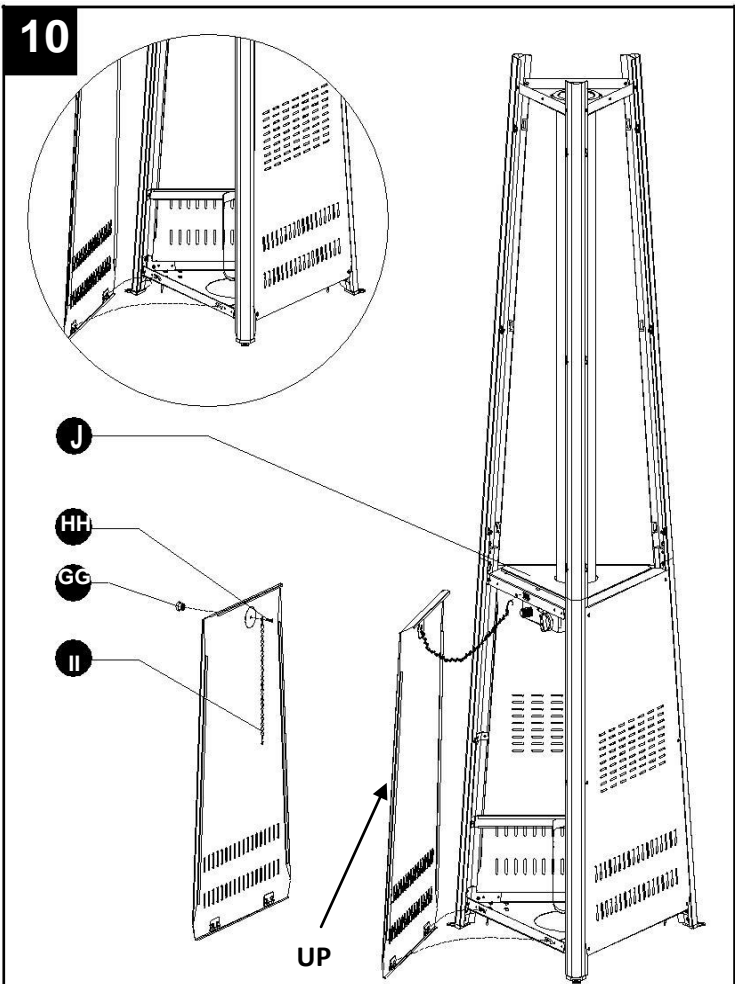
- DD** M5 x 12 mm Screw  x 12
- LL** Phillips Screwdriver  x 1



10. Install the knob (GG) to M4x10 screw (HH). Hang the chain (II) to the hole on the control box assembly (J) and put the pothook of front panel to the holes of bottom plate.

### Hardware Used

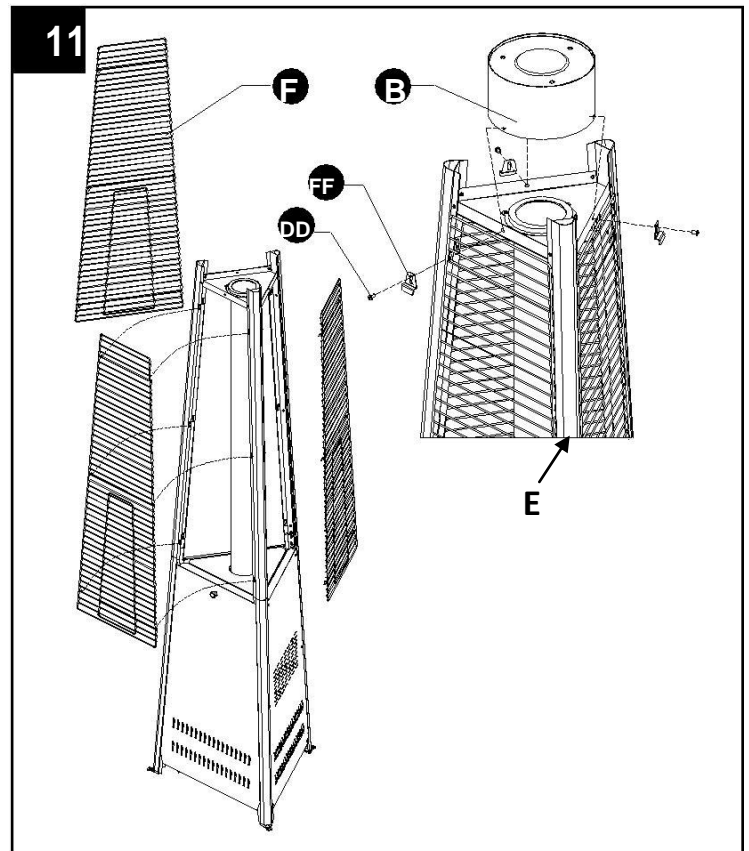
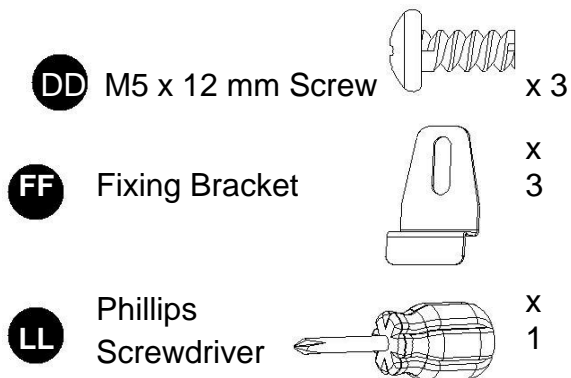
- GG** Knob  x 1
- HH** Screw M4 X 10  x 1
- II** Chain  x 1
- LL** Philips screwdriver  x 1



## ASSEMBLY INSTRUCTIONS

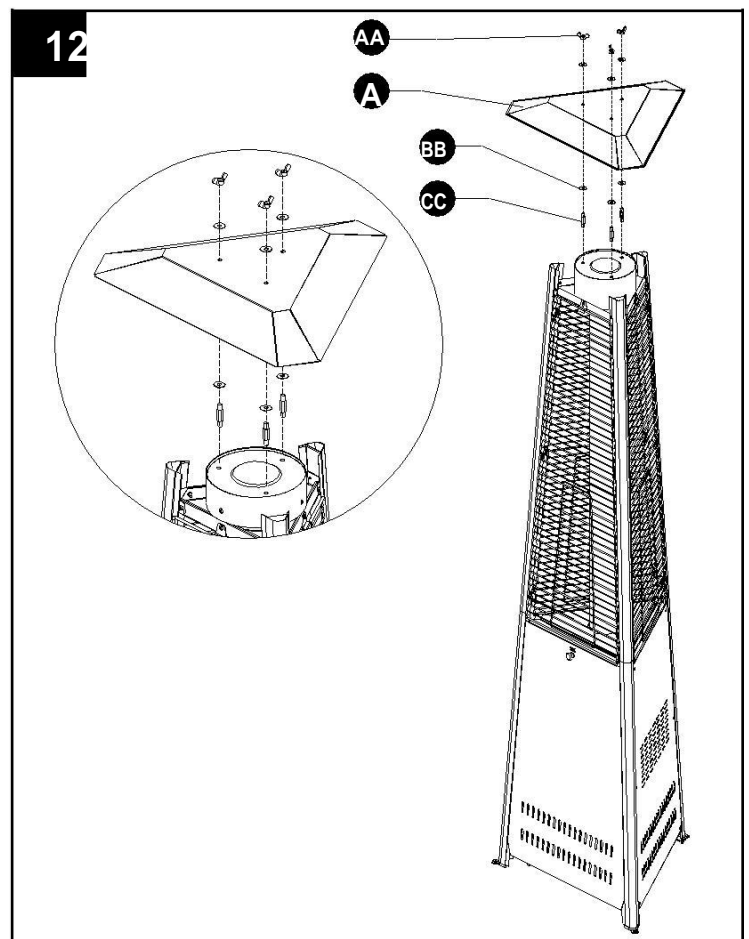
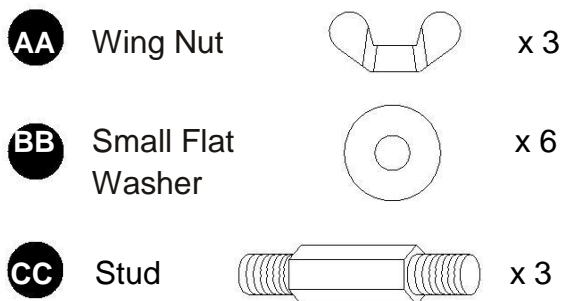
11. Assemble the protective guard and mesh by inserting the hooks of protective guard (F) to the holes of upper supports (E). Put the mesh (B) on the top plate (D). Make sure the screw holes align the holes of top plate (D). Use Phillips screwdriver (LL) to secure the mesh (B) and protective guard (F) to the top plate (D) with M5 x 12 mm screws (DD) and fixing bracket (FF).

### Hardware Used



12. Carefully lean the assembly and attach reflector (A) to mesh (B) with studs (CC), small flat washers (BB) on either side of reflector (A) and then wing nuts (AA). Gently return the assembly to the upright position.

### Hardware Used



## ASSEMBLY INSTRUCTIONS

13. Connect regulator to cylinder. Install cylinder, and secure with the propane block belt tightly. Complete installation.

**Note:**

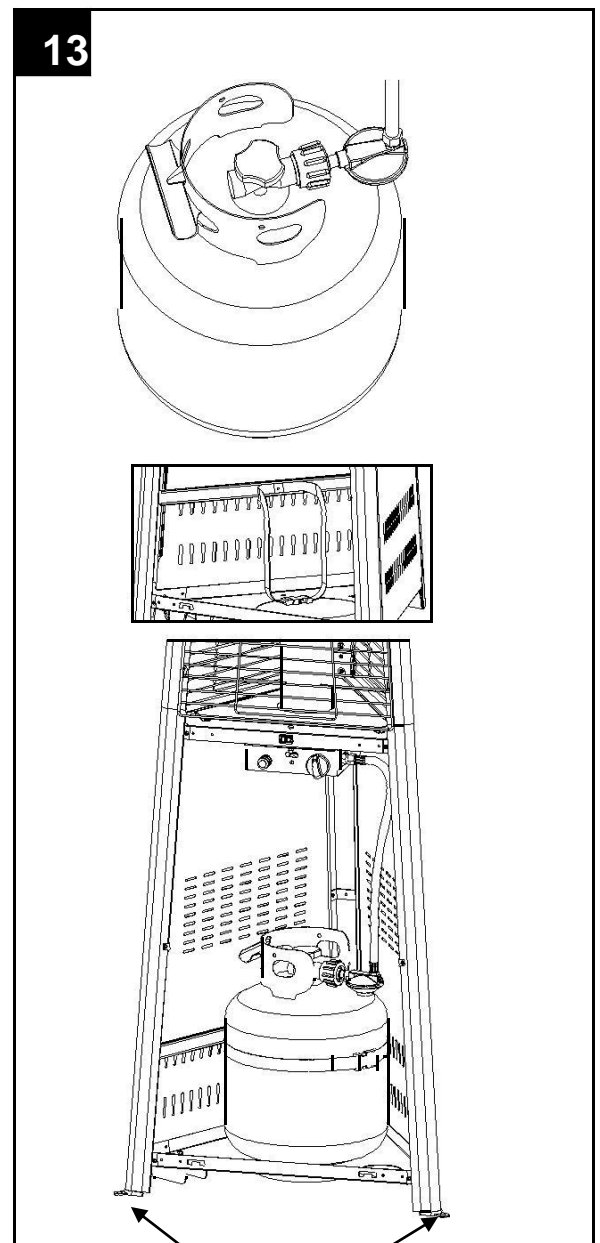
The propane gas and cylinder are sold separately.

**Warning:**

Use a standard 20 lb. propane cylinder only.

Use this fire feature only with a propane vapor withdrawal supply system. See chapter 12 of the standard for storage and handling of liquefied petroleum gas, ANS/NFPA 58 or CSA B149.1, Natural Gas and Propane Installation Code. Your local library or fire department should have this book.

Storage of an appliance indoors is permissible only if the cylinder is disconnected and removed from the appliance. A cylinder must be stored outdoors in a well-ventilated area out of the reach of children. A disconnected cylinder must have dust caps tightly installed and must not be stored in a building, garage or any other enclosed area. The maximum inlet gas supply pressure: 250 PSI. The minimum inlet gas supply pressure: 5 PSI is required for purpose of input adjustment. The fire feature must have a minimum output rating of 16,000 BTU/hr when it is not working at full capacity. The pressure regulator and hose assembly supplied with the appliance must be used. The installation must conform with local codes, or in the absence of local codes, with national fuel gas code, ANS Z223.1/NFPA54, natural gas and propane Installation Code, CSA B149.1, or propane storage and handling code, B149.2.



NOTE, we have provided three tabs at the base of the fire feature where it can be secured to a patio. If installed in a windy area or where it may be bumped or tipped (fasteners are not included) we strongly recommend securing *Ambiance* to patio.

## ASSEMBLY INSTRUCTIONS

### Warning:

A dented, rusted or damaged propane cylinder may be hazardous and should be checked by your propane supplier. Never use a propane cylinder with a damaged valve connection.

The propane cylinder must be constructed and marked in accordance with the specifications for LP gas cylinders of the U.S. Department of Transportation (DOT) or the standard for cylinders, spheres and tubes for transportation of dangerous goods and commission, CAN/CSA-B339.

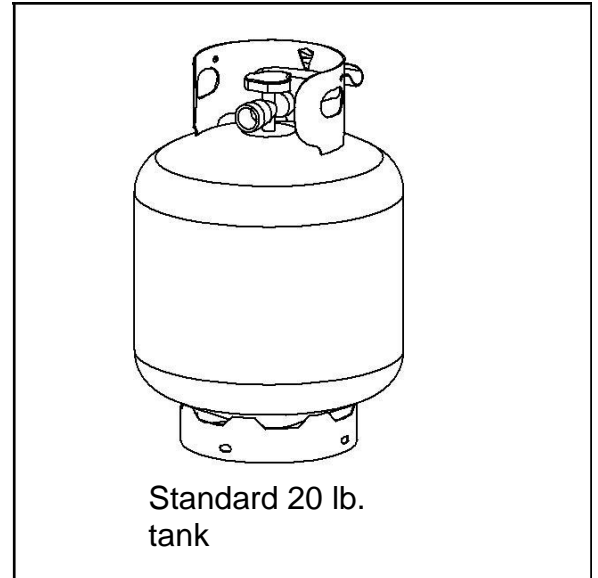
The cylinder must have a listed (opd) overfilling prevention device.

The cylinder must have a connection device compatible with the connection for the appliance.

The cylinder used must include a collar to protect the cylinder valve.

Never connect an unregulated propane cylinder to the fire feature.

Use only *Ambiance* approved replacement parts. These can be ordered through your dealer or directly from AEI Corporation (949) 474-3070 M-F 7 a.m. to 4 p.m. PST.



- Do not store a spare LP-gas cylinder under or near this appliance;
- Never fill the cylinder beyond 80 percent full;
- Place the dust cap on the cylinder valve outlet whenever the cylinder is not in use. Only install the type of dust cap on the cylinder valve that is provided with the cylinder valve. Other type of caps or plugs may result in leakage of propane.

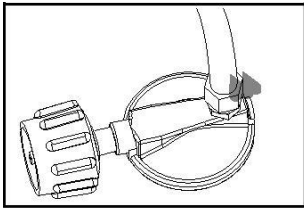
## OPERATION INSTRUCTIONS

### Leak Check

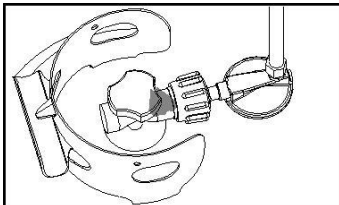


### WARNING

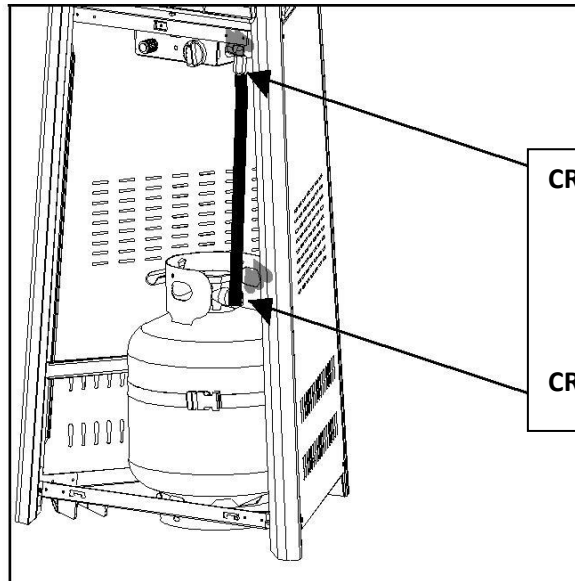
- Perform all leak tests outdoors.
- Extinguish all open flames.
- NEVER smoke while carrying out the leak test.
- Do not use the fire feature until all connections have been leak tested and do not leak.



Hose / Regulator  
connection



Regulator / Cylinder  
connection



CRITICAL LEAK TEST LOCATION

CRITICAL LEAK TEST LOCATION

1. Make 6-8 oz. of leak check solution (one part liquid dish washing detergent and three parts water).
2. Make sure tank valve is OFF and valve to Ambiance Fire Feature is in OFF Position
3. Apply several ounces of solution where hose attaches to regulator.
4. Apply several ounces of solution where regulator connects to cylinder; apply the soapy solution to all hose & valve connections.
5. Turn tank cylinder valve ON.

**If bubbles appear at any connection, there is a leak, follow instructions below:**

1. Turn cylinder valve OFF.
2. If leak is at hose/regulator connection: Tighten accordingly with wrenches. The fittings are flare to flare and tape or sealant should not be used. If bubbles continue appearing, the hose should be returned to the place of purchase or contact AEI Corporation at (949) 474-3070.
3. If leak is at regulator/cylinder valve connection: disconnect, reconnect, and perform another leak check. Apply the soapy solution to all hose & valve connections. If you continue to see bubbles after several attempts, cylinder valve or regulator fitting is defective and should be returned to cylinder's place of purchase.

**If NO bubbles appear at any connection, the connections are secure.**

**NOTE: Whenever gas connections are loosened or removed, you must perform a complete leak test.**



## OPERATION INSTRUCTIONS

### DANGER

- CARBON MONOXIDE HAZARD
- For outdoor use only. Never use inside house, or other unventilated or enclosed areas. This fire feature consumes air (oxygen). Do not use in unventilated or enclosed areas to avoid endangering your life.

**Caution:** Do not attempt to operate until you have read and understand all General Safety Information in this manual and all assembly is complete and leak checks have been performed.

#### Before Turning Gas Supply ON:

1. Your fire feature was designed and approved for outdoor use only. Do NOT use it inside a building, garage, or any other enclosed area.
2. Make sure surrounding areas are free of combustible materials, such as wood, fabric, plants, gasoline, and other flammable vapors or liquids.
3. Make sure that there is no obstruction to air ventilation. Be sure all gas connections are tight and there are no leaks.
4. Be sure the cylinder housing is clear of debris. Be sure any component removed during assembly or servicing is replaced and fastened prior to starting.

#### Before Lighting: NOTE

1. Ambiance Fire Feature should be thoroughly inspected before each use, and by a qualified service person at least annually. Always wait at least 5 minutes before attempting to relight a hot Ambiance Fire Feature.
2. Inspect the hose assembly for evidence of excessive abrasion, cuts, or wear. Suspected areas should be leak tested. If the hose leaks, it must be replaced prior to operation. Only use the replacement hose assembly specified by AEI Corporation for *Ambiance*.

#### Lighting:

**Note:** This fire feature is equipped with a pilot light that allows for safer startups and shutdowns. Pilot must be lit before main burner can be started.

1. Turn the control knob to the "OFF" position.
2. Fully open LP cylinder valve.
3. Push control knob in and rotate to pilot position (*Figure 1*).

**Note:** For initial start or after any cylinder change, hold control knob in at "PILOT" position for up to 1 minute to purge air from gas lines before proceeding.

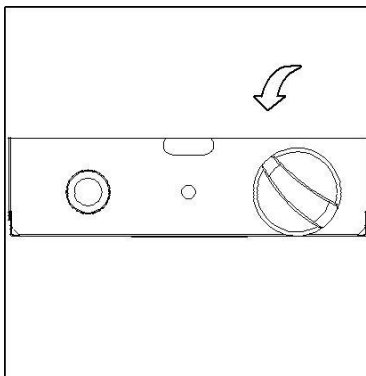


Figure 1

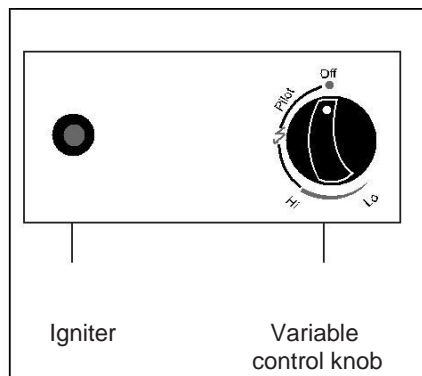


Figure 2

## OPERATION INSTRUCTIONS

4. Push and release the igniter button until pilot flame is visible through the glass tube.
5. Once the pilot is lit, continue to depress the control knob for 30 seconds.
6. If the pilot does light or does not stay lit, repeat steps 4 to 6.
7. If after repeating steps 4 to 6 pilot does not light, then check battery first
  - Push in control knob and turn counterclockwise to "PILOT" (Figure 3).
  - As you are depressing the control knob, you can manually light with a long stem lighter (Figure 4).

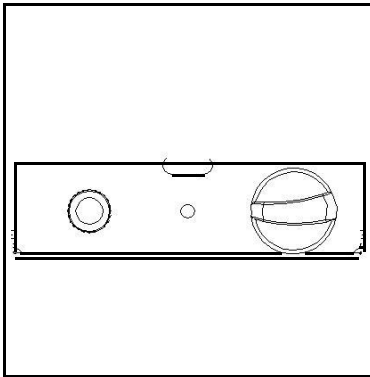
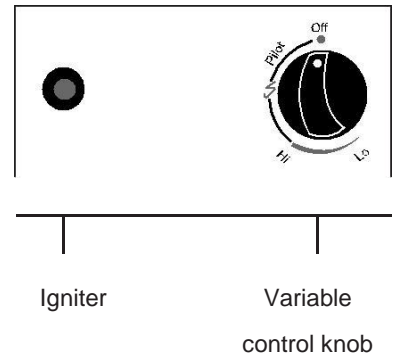


Figure 3

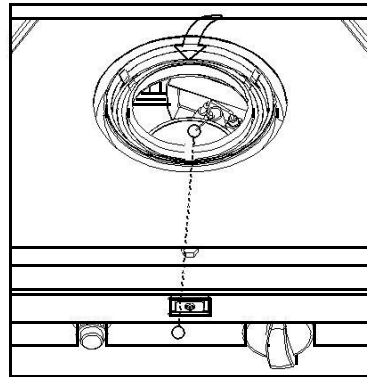


Figure 4

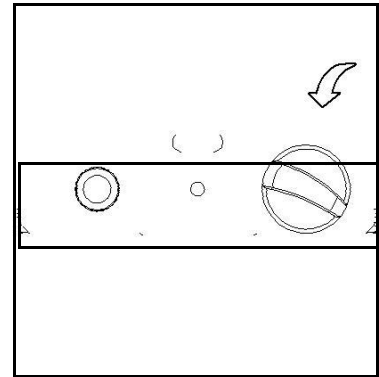


Figure 5

8. Push in and turn the control knob to the "HIGH", then release control knob. If you want a lower temperature, push in the control knob and turn counterclockwise to the "LOW" position. (Figure 5).

**Note:** If pilot fails to remain lit, all valves should be closed and a waiting period of at least 5 minutes should be allowed before attempting to light.

**WARNING:** If you attempt to relight the pilot without waiting, you will get a flash that could cause bodily harm and property damage.

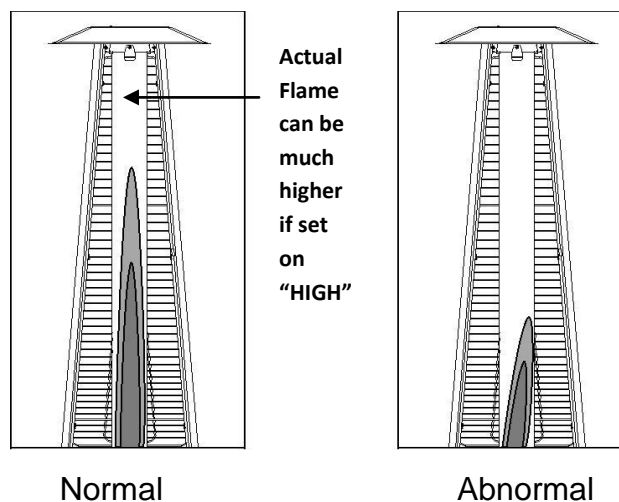
If you experience any ignition problem please consult "Troubleshooting" on page 19.

**Caution:** Avoid inhaling fumes emitted from the fire feature's first use. Smoke and odors from the burning of oils used in manufacturing will appear. Both smoke and odor will dissipate after approximately 30 minutes. The fire feature should NOT produce thick black smoke.

**Note:** The burner may be noisy when initially turned on. To eliminate excessive noise from the burner, turn the control knob to the PILOT position. Then, turn the knob to the level of heat desired.

**Note:**

In normal conditions, the height of flame is  $\frac{2}{3}$  height of glass tube in HIGH position. The height of flame is  $\frac{1}{3}$  height of glass tube in LOW position. The flame is stable and bright. No noise nor black smoke - the presence of these elements indicate a problem. Please consult Troubleshooting section, on page 19.



Normal

Abnormal



## OPERATION INSTRUCTIONS

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### WARNING

#### FOR YOUR SAFETY

Be careful when attempting to manually ignite this fire feature. Holding in the control knob for more than 20 seconds before igniting the gas will cause a ball of flame upon ignition.

#### When fire feature is ON:

The flame should be blue with straight yellow tops. If excessive yellow flame is detected, turn off fire feature and consult “Troubleshooting” on page 19.

#### Re-lighting:

**Note:** For your safety, control knob cannot be turned OFF without first depressing control knob in PILOT position and then rotating it to OFF.

1. Turn control knob to OFF.
2. Wait at least 5 minutes, to let gas dissipate, before attempting to relight pilot light. Failure to follow this warning could cause a flash ignition or explosion.
3. Repeat the “Lighting” steps on prior page.



### WARNING

#### FOR YOUR SAFETY

Fire feature will be hot after use. Do not touch or move the fire feature until it is completely cooled (approx. 45 minutes).

#### Shut Down:

1. Turn control knob clockwise to PILOT. (Normally, burner will make a slight popping sound when extinguished.) Burner will extinguish but PILOT will remain ON.
2. To extinguish PILOT, depress control knob and continue to turn it clockwise to OFF.
3. Turn cylinder valve clockwise to OFF and disconnect regulator when fire feature is not in use.

**Note:** After use, some discoloration of the emitter grid and reflector is normal.

#### **Operation Checklist**

For a safe and pleasurable heating experience, perform this check before each use.

**Before Operating: Ambiance Fire Feature is affected by wind, Do not use if breeze is greater than 10 Miles Per Hour.**

1. User is familiar with entire owner’s manual and understands all precautions noted.
2. All components are properly assembled, intact and operable.
3. No alterations have been made.
4. All gas connections are secure and do not leak.
5. Outside temperature is adequate. Please note that wind velocity is below 10 mph.
6. Unit will operate at reduced efficiency below 40°F.
7. Fire feature is outdoors (outside any enclosure).
8. There is adequate fresh air ventilation.

## OPERATION INSTRUCTIONS

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9. Fire feature is away from gasoline or other flammable liquids or vapors.
10. Fire feature is away from windows, air intake openings, sprinklers and other water sources.
11. Fire feature is located at least 24" (top) / 36" (sides) from combustible materials.
12. Fire feature is on a hard and level surface.
13. There are no signs of spider or insect nests.
14. All burner passages are clear.
15. All air circulation passages are clear.
16. Children and adults should be alerted to the hazards of high surface temperatures and should stay away to avoid burns or clothing ignition.
17. Young children should be carefully supervised when they are in the area of the fire feature.
18. Clothing, combustible materials or other protective material should not be hung from the fire feature, or placed on or near the fire feature.
19. Any guard or other protective device removed for servicing the fire feature must be replaced prior to operating the fire feature.
20. Any repair of this fire feature should be done by a qualified service person. The fire feature should be inspected before use and at least annually by a qualified service person.
21. More frequent cleaning may be required as necessary. It is imperative that control compartment, burner and circulating air passageways of the fire feature be kept clean.

### **After Operation be Certain:**

Gas control is in OFF position. Gas tank Valve is OFF. Disconnect Propane gas cylinder.

## CARE AND MAINTENANCE

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### **WARNING**

#### **FOR YOUR SAFETY:**

- Do NOT touch or move fire feature for at least 45 minutes after use.
- Reflector is hot to touch.
- Allow reflector to cool before touching.

To enjoy years of outstanding performance from your fire feature, make sure you perform the following maintenance activities on a regular basis:

1. Keep exterior surfaces clean. Use warm soapy water for cleaning. Never use flammable or corrosive cleaning agents. While cleaning your unit, be sure to keep the area around the burner and pilot assembly dry at all times. Do not submerge the control valve assembly. If the gas control is submerged in water, do NOT use it. It must be replaced.
2. Keep the appliance area clear and free from combustible materials, gasoline and other flammable vapors and liquids.
3. Do not obstruct the flow of combustion and ventilation air.
4. Keep the ventilation opening(s) of the cylinder enclosure free and clear from debris.
5. Air flow must be unobstructed. Keep controls, burner, and circulating air passageways clean.
6. Regularly replace AA Battery behind ignitor button (as needed)
7. Remove and thoroughly clean control box assembly using compressed air annually, if Ambiance Fire Feature pilot fails to light or as needed.

## TROUBLESHOOTING

PROBLEM	POSSIBLE CAUSE	CORRECTIVE ACTION
Pilot won't light  <b>Note: Fire feature operates at reduced efficiency below 40°F (5°C)</b>	Cylinder valve is closed or Cylinder is Empty	Open valve. Insure fuel in tank
	Blockage in orifice or pilot tube	Clean with compressed air or replace orifice or pilot tube
	Air in gas line	Open gas line and bleed it (pressing control knob in) for no more than 1 - 2 minutes or until you smell gas
	Low gas pressure with cylinder valve fully open	Turn cylinder valve OFF and replace cylinder
	Igniter fails-try replacing battery first	Then use match to light pilot; obtain New igniter and replace
Pilot won't stay lit	Dirt built up around pilot	Clean dirt from around pilot
	Connection between gas valve and pilot assembly is loose	Tighten connection and perform leak check
	Thermocouple is not operating correctly	Replace thermocouple
	Anti tilt switch could be faulty, or wires not connected properly	Replace anti tilt switch/Connect wire properly
Main Burner won't light	Propane cylinder is frosted over	Wait until the propane cylinder warms up and becomes unfrosted
	Blockage in main burner orifice	Clear blockage with compressed air
	Control knob is not in ON position	Turn control knob to ON
Burner flame is low	Gas cylinder pressure is low	Turn cylinder valve OFF and replace Cylinder with filled cylinder.
	Outdoor temperature is less than 40°F and tank is less than 1/4 full	Use a full cylinder
	Control knob fully ON	Check burner and orifices for debris Blockage clean w/compressed air
Carbon build-up	Dirt or film on reflector and burner screen	Clean reflector, glass & burner screen
Thick black smoke	Blockage in burner	Remove blockage and clean burner inside and outside
Gas odor with extreme yellow tipping of flame.	Burner tilted	Adjust the position of control box assembly
	Spiders and insects blocking burner	Clean burner and orifices w/ compressed air.
Fire feature glow is excessively uneven.	Bad regulator	Change the regulator
	Spiders and insects	Clean burner and orifices
Fire feature makes popping noises.	Blockage in orifice, cracked ceramic burner	Clean burner and orifices, replace ceramic burner if damaged
	Spiders and insects	

## CARE AND MAINTENANCE

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Spiders and other small insect are attracted to the odorant found in gas. Keep area in and around Ambiance Fire Feature Free from insects.

- Spiders and insects can nest in burner or orifices. This dangerous condition can damage fire feature and render it unsafe for use. Clean burner holes by using compressed air, burner is fragile, handle with care when cleaning.
- Carbon deposits may create a fire hazard, to clean, remove the emitter grid (mesh) assembly, take down one side of protective guards. Then take the glass tube UP AND THEN OUT from the Ambiance Fire Feature wash and clear. After that; reassemble the glass tube and the rest of parts.

**Note:** In a salt-air environment (such as near an ocean), corrosion occurs more quickly than normal. Frequently check for corroded areas and repair them promptly.

### TIP:

Use high-quality automobile wax to help maintain the appearance of your fire feature. Apply to exterior surfaces from upper support (long) down. Do not apply wax to emitter grid, glass tube, or reflector.

### Storage, Transporting or during periods of extended inactivity

Between uses:

- Turn control knob OFF.
- Disconnect LP cylinder.
- Store fire feature upright in an area sheltered from direct contact with inclement weather (such as wind, rain, sleet, hail, snow, dust and debris).
- If desired, cover fire feature to protect exterior surfaces and to help prevent build-up in air passages.

*Note: Wait until fire feature is completely cooled off before moving or covering.*

### Service

Only a qualified service person should repair gas passages and associated components. Contact AEI Corporation for OEM parts at:

Ph (949) 474-3070 Fax (949) 474-0559 [www.aeicorporation.com](http://www.aeicorporation.com)  
or [info@aeicorporation.com](mailto:info@aeicorporation.com) 2641 Du Bridge Ave., Irvine CA 92606

**Caution: Always allow fire feature to cool before moving or attempting service.**

## Service & Warranty Information

To learn how to service and acquire replacement parts first contact your selling dealer or call us directly at 949-474-3070 or e-mail us at [info@aeicorporation.com](mailto:info@aeicorporation.com) for assistance. Please provide us with the model number and serial number for best possible service and support. Please be sure to fill-out your *Ambiance* Warranty card so that we can have the record on file. We will not use this information for any marketing activities.

Our company has been in the quality leisure gas appliance business since 1966 and we want to be sure that you are happy with our products and support services. Be sure to use only genuine *Ambiance* replacement parts for your fire feature. Use of unauthorized parts or modification of our parts will void the fire feature warranty and could create personal injury or property damage. Always be sure that your fire feature is cool to the touch before attempting any service or maintenance procedures.

### Warranty

AEI will Cover:

*Ambiance Fire Features* are warranted against any defects in parts for a period of 1 year from the date of purchase with original purchase receipt. We will warranty against structural defects all external stainless steel components (such as panels) for 3 Years from date of purchase. Normal scratches, wear, discoloration are not covered

This ONE YEAR Consumer warranty is only applicable for consumer or residential applications. We offer a 120 day warranty protection for fire features that are used in a commercial or rental application. Commercial warranty does NOT cover emitter grids, glass tubes, reflectors, ignition, or burners) or component failure caused by abuse, transportation, or misuse.

This warranty is valid from the original date of purchase and is transferable. Please keep your original sales receipt or invoice. Proof of purchase is required to obtain warranty replacement. Patio Comfort retail dealers or distributors do NOT have the authority to modify, alter, or in any way change the product or the terms and conditions of this warranty.

We will NOT cover the following:

- Freight charges to our facility in Irvine, California
- Assembly or installation costs
- Improper assembly or improper hook-up
- Damage or repairs that result from spiders or other insect nesting
- Damage due to weather conditions or lack of proper maintenance and cleaning
- Normal maintenance or burner adjustments
- Cleaning or periodic general maintenance
- Shipping or freight damage
- Service provided by an unauthorized agency or service person
- Overtime, weekends, and holidays
- Service visits to correct improper assembly or installation.
- Damages caused by abuse, accident, acts of nature, vandalism, transportation, or alteration
- We will not repair rented fire features that have been repurchased for residential use
- We will not cover normal wear and tear such as discoloration to the finish, scratches, chips, abrasion, or fading from exposure to sunlight or other atmospheric conditions.

### Your Legal Rights

- CONSEQUENTIAL DAMAGES, INCIDENTAL DAMAGES, OR EXPENSES INCLUDING DAMAGES TO PROPERTY. SOME STATES/PROVINCES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU. WE WILL NOT BE RESPONSIBLE FOR ANY COSTS RELATING TO LOST REVENUE, BUSINESS INTERRUPTION, OR ANY LEGAL THEORY UPON WHICH ANY CLAIM MAY BE BASED.
- PURCHASER ASSUMES ALL RISK IN THE ASSEMBLY AND OPERATION OF THIS APPLAINE. FAILURE TO FOLLOW THIS MANUAL'S WARNINGS AND INSTRUCTIONS CAN RESULT IN SEVERE PERSONAL INJURY, DEATH, OR PROPERTY DAMAGE

This warranty is for all *Ambiance Fire Features* purchased and used in the 50 US states, The District of Columbia and Canada. This warranty applies even if you should move during the warranty period. Should you sell the product during the warranty period the warranty protects the new owner as well. This warranty provides you with specific legal rights. You may also have other rights that vary from state to state.

How to obtain service:

For most product or assembly related problems your selling dealer can provide you with help. The product has been designed to be as trouble-free and maintenance free as possible and requires minimal assembly. Should you have a problem with missing parts please contact your selling dealer or contact us directly at 949-474- 3070. We exercise extreme care in the assembly and manufacturing process but we know errors can be made and we want to take care of them as quickly and painlessly as possible.

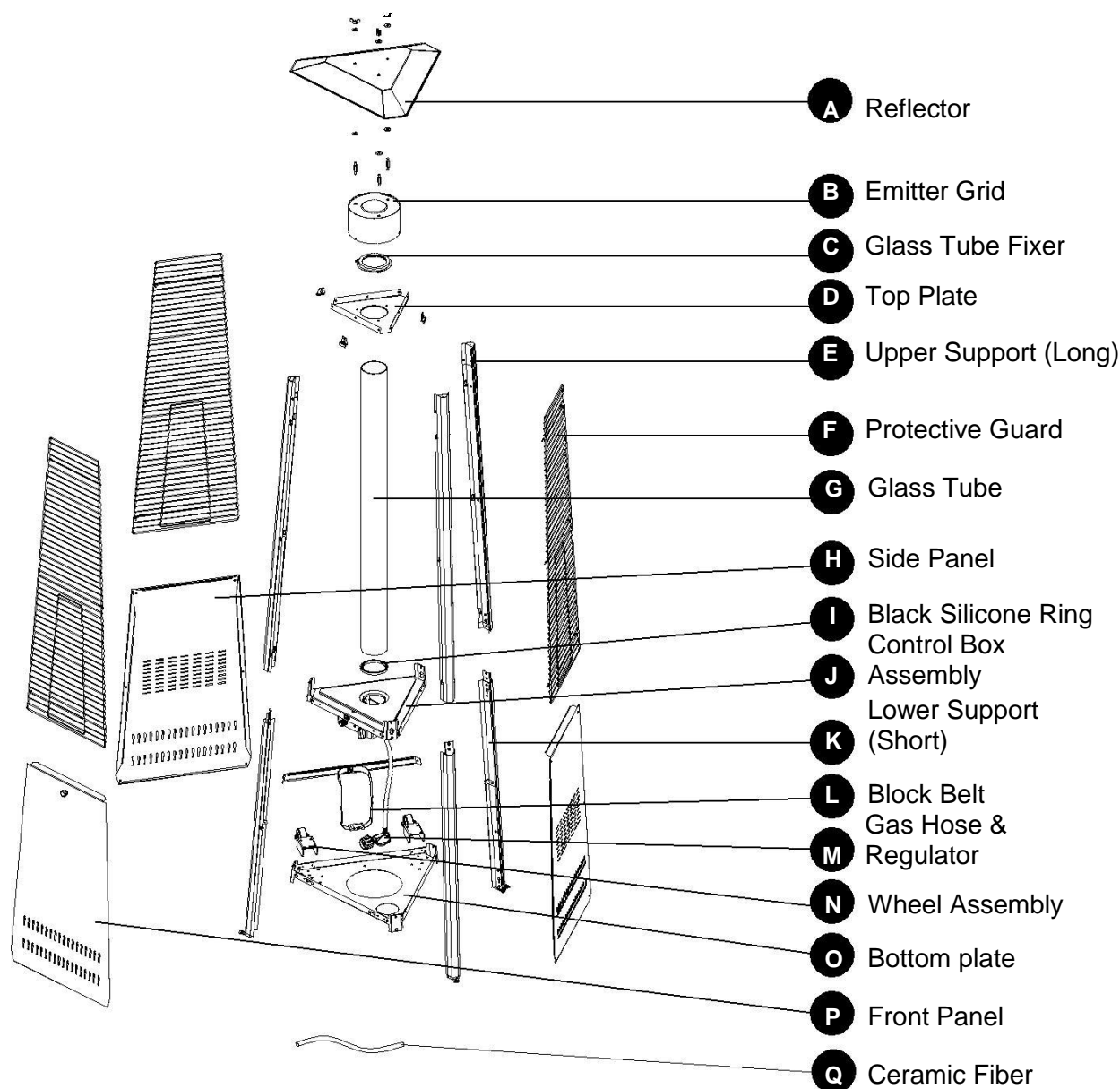
Since product improvement is an ongoing process we reserve the right to change this products' materials, specifications, or design without notice. We know that you and your family will enjoy your *Ambiance Fire Feature* product for many years to come and that it will be a welcome addition and important ingredient to your outdoor entertainment and activities.

# REPLACEMENT PARTS LIST

Replacement parts available from servicing dealer or AEI CORPORATION

[www.aeicorporation.com](http://www.aeicorporation.com) (949) 474-3070 e-mail: [info@aeicorporation.com](mailto:info@aeicorporation.com)

PO Box 16097 Irvine CA USA 92606 or 2641 DuBridge Ave. Irvine CA 92623-6097



PART	DESCRIPTION	QUANTITY
A	Reflector	1
B	Mesh	1
C	Glass Tube Fixer	1
D	Top Plate	1
E	Upper Support (Long)	3
F	Protective Guard	3
G	Glass Tube	1
H	Side Panel	2
I	Black Silicone Ring	1
J	Control Box Assembly	1
K	Lower Support (Short)	3

PART	DESCRIPTION	QUANTITY
L	Block Belt	1
M	Gas Hose & Regulator	1
N	Wheel Assembly	2
O	Bottom plate	1
P	Front Panel	1
Q	Ceramic Fiber	1

Replace parts only with OEM parts. Please contact servicing dealer or AEI Corporation for exact replacement parts.



**PLEASE NOTE: TO INSURE WARRANTY REGISTRATION, PLEASE FILL OUT WARRANTY CARD BELOW AND RETURN MAIL. AEI CORPORATION WILL NOT SELL OR USE OWNER INFORMATION FOR ANY PURPOSES.**

If you would like, you can fax this to us at 949 474-0559 or e-mail it to [info@aeicorporation.com](mailto:info@aeicorporation.com)

### ***Ambiance* Fire Feature WARRANTY REGISTRATION**

IMPORTANT: Please fill out this Warranty Registration within 10 days of purchase. Thank you for purchasing an *Ambiance* Fire Feature by AEI Corporation.

Name \_\_\_\_\_ Address \_\_\_\_\_

City, ST, ZIP \_\_\_\_\_ Phone \_\_\_\_\_

Date Purchased \_\_\_\_\_ Where Purchased (Dir. Name and City) \_\_\_\_\_

Ambiance Model#PC14SS \_\_\_\_\_ (SS Stainless Steel) Serial Number \_\_\_\_\_ (found inside tank enclosure)

#PC14AB \_\_\_\_\_ (Antique Bronze)

Fuel \_\_\_\_\_ LPG \_\_\_\_\_ NAT GAS \_\_\_\_\_

#### **Reason for Choosing a the *Ambiance* Fire Feature**

\_\_\_\_ Advertising \_\_\_\_ Quality \_\_\_\_ Price \_\_\_\_ Features \_\_\_\_ Rec by Friend \_\_\_\_ Other (please write below)

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#### **SUGGESTIONS:**

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